

UTILITY

SCAM

ALERT

DETECTOR



IDENTIFY

A utility company will not...



Request personal or financial information, such as utility account #.



Ask for unusual forms of payment such as Bitcoin or gift cards.



Show up unannounced at your house to inspect or repair equipment, a leak or perform a free audit for energy efficiency.



Claim you are entitled to a refund or rebate but needs your bank account or credit card information.



Use aggressive tactics to collect a bill, threaten shutoff, or get into your home.



Solicit personal information for a government program to reduce energy bills.

RESPOND

Do not...



Answer calls from unknown numbers.



Provide sensitive data to unknown callers.



Follow instructions like "Press 1 to get off the call list".

REPORT

If it still feels wrong...



File a report with the Attorney General's Consumer Protection Division at www.michigan.gov/ag.



Call the Federal Trade Commission at 877-382-4357.